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December 31, 2020

VIA ELECTRONIC FILING

Ms. Jocelyn Boyd
Chief Clerk and Administrator
Public Service Commission of South Carolina
101 Executive Center Drive, Suite 100
Columbia, SC 29210

Re: Actions in Response to COVID-19
Docket No. 2020-106-A

Dear Ms. Boyd:

Pursuant to Commission Order No. 2020-372, enclosed for filing with the Commission is the COVID-19 Revenue Impact, Cost and Savings Report through November 30, 2020 of Piedmont Natural Gas Company, Inc. in Docket No. 2020-106-A.

Thank you for your assistance with this matter. If you have any questions regarding this filing, you may reach me at the number shown above.

Sincerely,

/s/ T. Richmond McPherson III
T. Richmond McPherson

TRM/sko

Enclosure

cc: ORS
Bruce Barkley
Pia Powers
James Jeffries IV

Piedmont Natural Gas Company, Inc.

COVID-19 Revenue Impact, Cost and Savings Report through November 30, 2020

PSCSC Docket No. 2020-106-A

Piedmont Natural Gas Company, Inc. (“Piedmont” and “the Company”) provides this quarterly Report of Revenue Impact, Cost and Savings pursuant to the Commission’s Order No. 2020-372.

I. Revenue Impact

Piedmont’s rates to recover its cost of service assume certain amounts of throughput. That throughput has been negatively impacted by the pandemic. Throughput and revenue losses through November 30, 2020 are estimated as follows. The estimated revenue losses for the sale and transportation of gas is shown net of associated gas costs recovered by Piedmont through its GCRM.

Customer Group	Est. Throughput Losses (dts)	Est. Gas Sales & Transportation Revenue Losses (net of gas costs)
Residential Service	(447,000)	(\$1,880,000)
Small General Service	(412,000)	(\$1,360,000)
Medium General Service	(50,000)	(\$145,000)
Large General Service	(300,000)	(\$165,000)
Total	(1,209,000)	(\$3,550,000)

II. Incremental COVID-19 Costs and Savings

Through November 2020, the Company has experienced incremental costs related to protecting employees and customers during the pandemic and ensuring continuity and quality of service to customers in a safe manner. These costs are described further below:

- **Waived customer fees:** On March 21, 2020, the Company waived all late-payment charges, return check charges, and reconnection fees. These fee waivers were discontinued beginning in October 2020.
- **Bad debt/customer charge-offs:** In order to protect customers that are expected to be

impacted by the economic downturn of the pandemic, no disconnect for non-payment orders were implemented by the Company beginning March 13, 2020. This suspension of disconnect orders was in effect through November 3, 2020. The resulting increase in customer balances and the challenging economic environment are expected to impact customers' ability to pay utility bills. The Company will continue to monitor this impact.

- **Employee stipends:** Certain eligible employees received a one-time cash payment of \$1,500 to help with unplanned expenses associated with COVID-19.
- **Employee safety-related costs, including costs for remote work:** The Company has provided, and will continue to provide, employees with the appropriate personal protective equipment to facilitate the continuation of work for customers in a safe manner. Piedmont has also incurred incremental costs associated with cleaning supplies, health care, as well as testing and temperature checks. In order to facilitate employees working remotely to protect their health and safety during the pandemic, the Company has also incurred incremental costs associated with expanded conference line capacity, increased network bandwidth, other required information technology improvements, expanded video conferencing licenses, and increased Company cellular telephone and data usage.

In addition to these expenses, Piedmont has included below certain estimated savings through November 2020 directly related to COVID-19 from reduced employee expenses due to travel restrictions and postage/print savings due to not sending disconnect letters.

Summary of SC Incremental COVID-19 Costs, Net of Savings through November 30, 2020

(\$ in thousands)

Customer Fees Waived	\$420
Employee Stipends	\$110
Safety Related – PPE, testing, signage, extra cleaning, remote work, etc.	\$187
Employee expenses – Travel restrictions/employee meals, etc.	(\$150)
Postage and Print savings due to no disconnect letters	(\$15)
Total	\$552

CERTIFICATE OF SERVICE

The undersigned hereby certifies that a copy of the attached is being served this date upon all of the parties to this docket electronically or by depositing a copy of the same in the United States Mail, First Class Postage Prepaid, at the addresses contained in the official service list in this proceeding.

This the 31st day of December, 2020.

/s/ Sloane K. O'Hare

Sloane K. O'Hare